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FCC Mail Room

June 26, 2012

Federal Communications Commission
Office of the Secretary
445 12th St. SW
Washington, DC 20554

Universal Service Administration Company
2000 L Street NW, Suite 200
Washington, DC 20036

RE: CWC's ETC Report in Compliance with WC Docket 10-90

Dear Commissioners:

Cordova Wireless Communications, Inc. (CWC) hereby files the enclosed information requested by the FCC rule 54.313(a)(2)-(6).

Sincerely,

Paul Kelly
CEO/GM

Enclosure: 2011 Annual Report pursuant to rule 54.313 (a)(2)-(6)

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Cordova, AK 99574

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CWC 2011 ETC Annual Report

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Outage Reporting

Details

47 CFR 54.313(a)(2)

Detailed information on any outage in the prior calendar year of **at least 30 minutes** in duration for each service area in which an eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect:

- 1) At least ten percent of the end users served in a designated service area; or
- 2) A 911 special facility, as defined in 47 CFR 4.5(e).
- 3) Specifically, the eligible telecommunications carrier's annual report must include information detailing:
 - a) The date and time of onset of the outage
 - b) A brief description of the outage and its resolution
 - c) The particular services affected
 - d) The geographic areas affected by the outage
 - e) Steps taken to prevent a similar situation in the future; and
 - f) Steps taken to prevent a similar situation in the future; and

CWC experienced no such outages in 2011.

Unfulfilled Service Requests

Details

47 CFR 54.313(a)(3)

The number of requests for service from potential customers within the recipient's service areas that were unfulfilled during the prior calendar year. The carrier shall also detail how it attempted to provide service to those potential customers.

CWC certifies that it has provided service throughout its eligible telecommunications carrier service area in the past calendar year of 2011 to all customers requesting service.

CWC had no instances in which a customer was denied supported services.

Complaints

Details

47 CFR 54.313(a)(4)

The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year;

CWC is not aware of any complaints to the Commission of the Federal Communications Commission during the previous year of 2011.

Service Quality Standards

Details

47 CFR 54.313(a)(5)

Certification that it is complying with applicable service quality standards and consumer protection rules.

CWC certifies that it is in compliance with applicable consumer protection rules and service quality standards.

Ability to Function in an Emergency

Details

47 CFR 54.313(a)(6)

Certification that the carrier is able to function in emergency situations as set forth in §54.202(a)(2).

CWC certifies that it complies with requirements set out in 3 AAC 53.410(a)(12) regarding functionality in emergency situations, which states:

53.410(a)(12) a certification that the common carrier has and will continue to take steps to remain functional in emergency situations by

(A) maintaining at least eight hours of backup power to ensure functionality without local alternating current (AC) commercial power;

(B) establishing to the extent feasible the ability to reroute traffic around damaged facilities and to manage traffic spikes resulting from emergency situations; and

(C) establishing procedures for employees to follow in an emergency to prevent or minimize interruption or impairment of telecommunications services;